



## ◆ PUBLIC NOTICE ◆

### JCAHO

Any Veteran/Family Member/Visitor/Advocate/Employee who has concerns about the Safety or Quality of Care provided in this organization, *that have not been satisfactorily addressed by the management of this organization*, may report these concerns to the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

#### YOU MAY CONTACT JCAHO BY:

**Mail:**

Division of Accreditation Operations  
Office of Quality Monitoring  
Joint Commission on Accreditation of Healthcare Organizations  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

**OR:**

**Fax: 630-792-5636**

**OR:**

**E-mail: [complaint@jcaho.org](mailto:complaint@jcaho.org)**

The Joint Commission is an independent, not-for-profit organization created in 1951 to provide voluntary accreditation to healthcare organizations and programs. The Joint Commission's comprehensive accreditation process evaluates an organization's compliance with standards that focus on improving the quality and safety of care provided by healthcare organizations.

**Be assured that there will not be any retaliatory action(s) taken against an individual or a group who chooses to inform JCAHO of concerns about the Safety or Quality of Care provided in this organization.**

**This notice is posted in accordance with Joint Commission requirements (APR-8 and APR-17) and may not be removed. (Effective January 1, 2006)**

## OFFICE OF INSPECTOR GENERAL

### **DUTY TO REPORT**

Federal regulations require VA employees to report any information about actual or possible violations of criminal law involving VA or its contractors to a supervisor, management official, VA police, or the Office of Inspector General (OIG). VA employees must report all criminal matters involving felonies to the OIG.



To report criminal activity, waste, abuse, mismanagement, and safety issues to the OIG, call toll-free 1-800-488-8244, or write to VA OIG Hotline, P.O. Box 50410, Washington, DC 20091-0410, or fax to 202-565-7936 or email [vaoighotline@va.gov](mailto:vaoighotline@va.gov).

### **Help Lines**

Disability & Pension (VBA): 1-800-827-1000

Whistleblower Reprisal-Office of Special Counsel (OSC): 1-800-872-9855

Discrimination-Office of Resolution Management (ORM): 1-888-737-3361

VA Education Benefits: 1-888-442-4551

VA Billing Issues-Compliance & Business Integrity (CBI): 1-866-842-4357

